

The 1-2-3s of Family PACT Provider Enrollment

1. Applying to Become a Family PACT Provider:

- Must be a Medi-Cal provider in good standing.
- Attend a legislatively mandated Family PACT Orientation Session and receive a Certificate of Attendance.*
- Understand the Family PACT Standards, Scope of Services and Administrative Practices.
- Make sure Medi-Cal Provider Master File is current (address, phone number, clinicians in the practice, etc.).
- Complete and sign Family PACT Application/Agreement Forms and Family PACT Disclosure Statement that document provider compliance with Family PACT Standards and Scope of Services.*
- Submit the Application/Agreement Forms, the Family PACT Disclosure Statement, the Certificate of Attendance from a Family PACT Orientation Session and a Health Access Programs (HAP) Card Order Form to:
Department of Health Services
Provider Enrollment Unit
P.O. Box 942732
Sacramento, CA 94234-7320

2. Notice of Approval

- Approval and notification takes 2-3 months. Check the status by calling 916-323-1945.
- Approved providers will receive a letter from Medi-Cal Provider Relations indicating the effective date of Family PACT Provider status.
- Client Eligibility Certificate (CEC) forms will be sent to approved providers.
- Pre-numbered Health Access Programs (HAP) Cards will be sent to approved providers.

3. Caution with the Family PACT Application/Agreement

- Providers will be contacted if the Application/Agreement Forms are incomplete or incorrect.
- Processing will be delayed if the forms are incomplete or if the Provider Master File is not up to date.
- Do not provide Family PACT program services until enrollment is confirmed.

Remember:

- Be reminded that it is every provider's responsibility to keep their Medi-Cal Master File correct and current. Please see Medi-Cal Manual, Book 1, Provider Guide Page 5-6 or www.Medi-Cal.ca.gov.
- Technical assistance and on-site consultation is available to support the implementation of Family PACT into your practice. Assistance is available for client enrollment procedures, claims submission and education and counseling skills.

*Call 800-257-6900 for a schedule of upcoming required Family PACT Orientation Sessions and to request Family PACT Application/Agreement Forms.